GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1711
ANSWERED ON:03.12.2014
INACTIVE MOBILE CONNECTIONS
Dhruvanarayana Shri Rangaswamy

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether TRAI has any data on the number of inactive mobile connections in the country and if so, the details thereof including the percentage share of inactive connections in the total connections in the country;

(b) the reasons for a large number of customers going inactive; and

(c) the steps taken by various service providers for customer retention?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) Telecom Regulatory Authority of India (TRAI) has no data on the number of inactive mobile connection in the country. However, the total number of mobile subscribers and active subscribers as on 30th September, 2014 is as under:-

Total Mobile Subscribers	Total Active Subscribers
930,202,020	812,111,255

(b) The reasons for difference in total mobile subscribers and total active subscribers could be because of :

i. Customer in roaming and not using the mobile.

ii. Mobile switched off voluntarily or due to battery discharged.

iii. Connection abandoned but yet to be closed by telecom service providers.

(c) The Service Providers offer various tariff plans for customer retention.